IN THE CLAIMS:

Please AMEND the claims as indicated below:

1. (CURRENTLY AMENDED) A method comprising:

providing ~~an analysis tool kit including~~ a computer ~~and~~ located at a customer test site, the customer test site having a ~~test and measurement device~~logic analyzer coupled to a device under test via a connection;

communicatively coupling the ~~analysis tool kit~~computer to the ~~test and measurement device~~logic analyzer;

providing a remotely-located call center configured to establish a communication session with the ~~analysis tool kit~~computer, to thereby allow computer-controlled analysis of the device under test from the call center through the computer ~~in the analysis tool kit~~ and the ~~test and measurement device~~logic analyzer;

directing a video camera on the connection, to thereby produce a video image of the connection; and

transmitting the video image to the remotely-located call center ~~through the analysis tool kit,~~ to thereby allow the video image of the connection to be viewed at the remotely-located call center.

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25. (CANCELED)

26. (PREVIOUSLY PRESENTED) A method as in claim 1, further comprising:

when the transmitted video image as viewed at the call center indicates that the connection is improper, telephoning from the call center to the customer site to fix the improper connection.

27. (CURRENTLY AMENDED) An apparatus comprising:

means for providing ~~an analysis tool kit including~~ a computer ~~and~~ located at a customer test site, the customer test site having a ~~test and measurement device~~logic analyzer coupled to a device under test via a connection;

means for communicatively coupling the ~~analysis tool kit~~computer to the ~~test and measurement device~~logic analyzer;

means for providing a remotely-located call center configured to establish a communication session with the ~~analysis tool kit~~computer, to thereby allow computer-controlled analysis of the device under test from the call center through the computer ~~in the analysis tool kit~~ and the ~~test and measurement device~~logic analyzer;

means for directing a video camera on the connection, to thereby produce a video image of the connection; and

means for transmitting the video image to the remotely-located call center ~~through the analysis tool kit,~~ to thereby allow the video image of the connection to be viewed at the remotely-located call center.

28. (PREVIOUSLY PRESENTED) An apparatus as in claim 27, further comprising:

means for, when the transmitted video image as viewed at the call center indicates that

the connection is improper, telephoning from the call center to the customer site to fix the improper connection.

29. (CURRENTLY AMENDED) An apparatus comprising:

a remote analysis computer at a test site and communicating with a ~~test and measurement device~~logic analyzer at the test site, the ~~test and measurement device~~logic analyzer coupled to a device under test via a connection;

a remotely-located call center communicating with the remote analysis computer to thereby ~~to~~ allow analysis of the device under test from the call center via communications between the call center and the remote analysis computer and communications between the remote analysis computer and the ~~test and measurement device~~logic analyzer; and

a video camera at the test site and directed on the connection to produce a video image of the connection, wherein the video camera communicates with the remote analysis computer to transmit the video image to the call center through the remote analysis computer, to thereby allow the video image of the connection to be viewed at the call center.

30. (PREVIOUSLY PRESENTED) An apparatus as in claim 29, further comprising:

a telephone located at the call center so that, when the transmitted video image as viewed at the call center indicates that the connection is improper, a call can be made to the test site to fix the improper connection.

31. (CURRENTLY AMENDED) An apparatus comprising:

~~remote analysis tool kit located at a test site and including~~

a remote analysis computer located at ~~the~~ a test site and communicating with a ~~test and measurement device~~logic analyzer located at the test site, the ~~test and measurement device~~logic analyzer coupled to a device under test via a connection, the remote analysis computer communicating with a remotely-located call center to thereby to allow analysis of the device under test from the call center via communications between the call center and the remote analysis computer and communications between the remote analysis computer and the ~~test and measurement device~~logic analyzer;

a camera port connecting a video camera to the remote analysis computer, the video camera directed on the connection to produce a video image of the connection, wherein the video camera communicates with the remote analysis computer through the

camera port to transmit the video image to the call center through the remote analysis computer, to thereby allow the video image of the connection to be viewed at the call center.

32. (PREVIOUSLY PRESENTED) An apparatus as in claim 31, further comprising:

a telephone located at the call center so that, when the transmitted video image as viewed at the call center indicates that the connection is improper, a call can be made to the test site to fix the improper connection.

33. (PREVIOUSLY PRESENTED) An apparatus as in claim 31, further comprising:

means for, when the transmitted video image as viewed at the call center indicates that the connection is improper, making call from the call center to the test site to fix the improper connection.

34. (NEW) An apparatus comprising:

a logic analyzer coupled to a device under test at a test location via a connection; and

a video camera directed on the connection to produce a video image of the connection, the video image being transmitted to a call center located remote from the test location, to thereby allow the video image of the connection to be viewed at the call center.

35. (NEW) An apparatus comprising:

a computer at a test site and communicating with a logic analyzer at the test site, the logic analyzer coupled to a device under test via a connection;

a remotely-located call center communicating with the computer to thereby to allow analysis of the device under test from the call center via communications between the call center and the computer and communications between the computer and the logic analyzer; and

a video camera at the test site and directed on the connection to produce a video image of the connection, wherein the video image is transmitted to the call center to thereby allow the video image of the connection to be viewed at the call center.

36. (NEW) An apparatus as in claim 35, further comprising:

means for transmitting the video image to the call center to thereby allow the video image of the connection to be viewed at the call center.